

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE  
(Case No. 00-332)RECEIVED  
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MAY 04 2004

OFFICIAL

In the Application of:

Turner, et al.

Serial No.: 09/739,716

Filing Date: December 18, 2000

For: System and Method for Providing Call  
Management Services in a Virtual Private  
Network Using Voice or Video Over Internet  
Protocol

Examiner: ELAHEE, MD S

Group Art Unit: 2645

Fax No. 703-872-9306

No. of Pages: 20

# 9/B  
smc  
5/6/04FACSIMILE TRANSMITTAL LETTERCommissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In regard to the above identified application,

1. We are transmitting herewith the attached:
  - a) Response to Office Action Mailed April 21, 2004.
2. With respect to fees:
  - a) No fees are required.
  - b) Please charge any underpayment or credit any overpayment our Deposit Account, No. 13-2490.
3. CERTIFICATE OF MAILING UNDER 37 CFR § 1.8: The undersigned hereby certifies that this Transmittal Letter and the paper, as described in paragraph 1 hereinabove, are being transmitted to the USPTO facsimile number 703-872-9306, according to 37 CFR 1.6(d) addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on May 4, 2004.

Respectfully submitted,

Date: May 4, 2004

By: Brian R. Harris  
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**RESPONSE TO OFFICE ACTION MAILED APRIL 21, 2004**

Dear Sir:

In response to the Office Action mailed April 21, 2004, Applicants submit the following amendments and remarks.